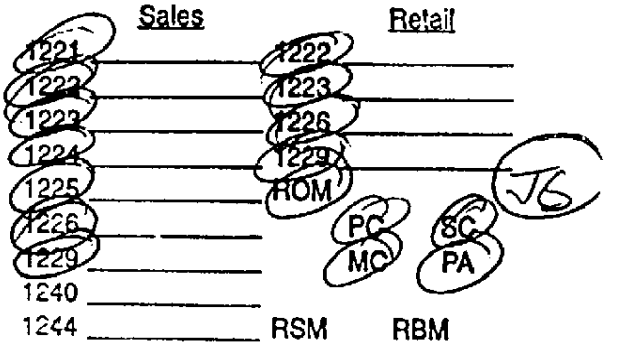
ROU Brief - 2/12/97

For: AVP/RSM/RBM/ROM/KAM/AM/AE/MC/PC/PRC/SC

FSC-33-A



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2/14/97

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ROU DETAIL

➡ ***WINSTON 2-Pack and 3-Pack Discount Card Allocations***

Effective February 14, all WINSTON 2-pack (#517991) and 3-pack (#517994) discount card allocations will be rolled to national and will be available on open order. Expiration date for these cards is July 31, 1997. Expiration date was inadvertently listed in the second quarter workplan as January 31, 1997.

Two and 3-pack WINSTON sleeves will not be available until June 1997.

Program Contact: Dick Luongo, extension #6110

➡ ***Ad Slicks for Savings, Full-Price and Private Label Brands***

As a reminder, all requests for ad slicks for Savings, Full-Price and Private Label brands should be directed to J'Lavern Designs, an outside supplier for RJRT located in Winston-Salem, NC. Call or fax your requests to:

910/924-6113 - telephone
910/924-8330 - fax

When requesting ad slicks, give your ROU location number, name, "ship-to" address, telephone number, description of type(s) of slicks needed, number of ad slicks requested, the quarter in which ad slicks will be used as well as the due date.

Program Contacts: Karen Hughes, extension #6593
Rick Evans, extension #6040

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➧ *SALEM PDI*

(1200, 1300, 1700, 2100, 2900, 6200, 6900)

To assist you in defending SALEM vs. key menthol competitors in priority regions, SALEM has expanded the PDI menu (see below).

The following allocations are available for immediate order in SMS.

First Half 1997 Base SALEM PDI Allocations

Item Description	Item #	SKU Pack	Reg 1200	Reg 1300	Reg 1700	Reg 2100	Reg 2900	Reg 6200	Reg 6900	Total Quantity Ordered
Change Mat	517844	1	600	1,500	780	160	500	300	160	4,000
Push/Pull Decal	517850	50	1,200	1,200	580	160	500	200	160	4,000
Door Window Decal	517853	1	20	60	32	6	24	12	6	160
Business Hours Decal	517841	25	30	90	47	10	36	17	10	240
Pricing Banner (5' x 2')	517261	1	750	1,800	1,800	1,490	2,160	500	500	9,000
Roll Tape (1 1/4" x 50')	524212	1	100	100	100	20	120	40	20	500
Roll Tape (3" x 50')	515215	1	100	100	100	20	120	40	20	500

- The window roll tape is a new item designed by the New York Metro Region Management Team. The two-sided tape uses the same type adhesive that is produced on our push/pull decal and has both interior and exterior use.

- All SALEM PDI pieces feature the yellow "Move to Smooth" graphics. Color exterior/interior two-sided sell sheets with item descriptions, item numbers and SKU pack quantity have been shipped to each priority region ROU to be distributed to the appropriate Field Sales personnel.

Program Contacts: Floyd Cook, extension #3466
Jack Kerigan, extension #7405

➧ *1997 Contracts*

All 1997 Carton Outlet and Cigarette/Tobacco Store contracts are now in inventory. A list of these contracts including item number(s) is located on "G" drive under the (_97PLANS) *Itemnum* tab.

Program Contacts: Jim Perry, NESA, extension #4360
John Barnhardt, SSA, extension #7161
Rich Pettorini, WSA, extension #1052
Bill Duffy, extension #5776

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➧ *New Sales Area Finance/Trade Marketing Designations*

Effective immediately, a Financial Manager has been assigned to each sales area. This structure will provide a more dedicated focus on the sales area to provide financial leadership to the regions and Sales Area Management.

Individuals and contact phone numbers are:

Anne Cullip, NESA, extension #1401
David Rzotkiewicz, SSA, extension #7825
Kathryn Noxon, WSA, extension #2559
Rick Cornett, MWSA, extension #0168

Also, Jim Perry, extension #4360, is the new Manager of Retail and Wholesale Trade for NESA, replacing Scott Steen.

Program Contacts: See above

➧ *Users of Disbursements Accounting/Accounts Payable System*

Effective Monday, February 17, 1997 access to the Disbursements Accounting/Accounts Payable system will change as follows:

If you are currently using CICSP03 from the Message 10 screen or from TPXN, you will need to begin using CICSP04. You can continue to use DISB from TPXN. There will be a slight design change in the menu display but functionality will remain the same.

The system will not be available from Saturday, February 15 at 6:00 am until Monday, February 17 at 7:00 am. This includes inquiry, updates, faxing inbound or faxing outbound.

Program Contacts: Disbursements Accounting Hot Line, extension #0350
Help Desk, extension #5713

➧ *1996 Year-End Accrual Update*

Display codes:
The 1996 RAC display codes will remain in TPS until 2/28/97. This date has been extended from the previously communicated ending date of 2/15/97 to allow additional time for the ROU's to process year-end accrual payments in TPS.

Payment Updates:
Sufficient information was received on the 1996 year-end accrual payments for Discounting and Report V paid in 1997 with the January reporting submitted on 2/5/97 by the ROU's. Therefore, no additional reporting to Home Office will be necessary.

Program Contact: Your Area Manager of Finance

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➡ *Field Sales Policy and Procedures in RJR Pubs*

The Field Sales Policy and Procedures Manual is located in RJR Pubs on the Mainframe. Use the following procedures to access:

- At TPX screen, enter your logon ID & password
- At the next screen, hit enter
- At the next screen, type **pubp** on the command line and enter
- Type **x** beside policy and procedure manual and enter
- Type **x** beside the publication section you want to view and enter
- Type **x** beside the selection content you want to view and enter

Program Contact: Carol Novosad, extension #4289

➡ *Poqet Enhancements and Reference Guide Revisions*

Several enhancements/updates are listed below that have taken place with the Poqet computer.

- The addition of a messaging function allowing Retail Reps to receive, read and respond to written messages sent from Notebook computers (Chapter 9).
- A thorough explanation of the Poqet user reports available, and how to view them (Chapter 8).
- Detailed information on Call Report activities and functions (Chapter 5).
- Poqet Main Menu revisions (Chapter 3).
- An updated Table of Contents section.
- A revised Reference Guide cover page, showing the updated version as "Version 3.05".

A copy of all the revisions has been mailed to each Region Operations Manager and Retail Manager. Upon receipt, Region Operations Managers should copy all information to Retail Reps for them to replace in their Poqet Reference Guides. Retail Managers need to ensure their people are aware of the enhancements and can properly use them.

Sales Reps will have new help file and SRA program loaded into their notebooks on Friday, February 14. Retail Reps will have new messaging software down loaded into then Poqets on Tuesday, February 18.

Program Contact: Evan Toulon, extension #6316

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➡ *Windows 95 Upgrade Planned for Field Sales*

Plans are currently underway to upgrade the current Windows for Workgroups software on the notebook computers to Windows 95. Field managers including DM's, RM's, KAM's, AM's, ROM's, Regional Managers (regional managers that are using the DM/RM application on their notebook computer) and selling reps are included. This plan does not include the RBM's, ROU coordinators, Region Secretaries, and KAM Secretaries. An upgrade plan for the ROU's is being discussed and will be communicated when finalized. Some of the advantages for upgrading to Windows 95 include:

- Better software reliability to decrease occasional operating system errors
- Flexibility for bigger and better software enhancements
- Provides the Platform for eventual upgrade to Office 97
- Allows RJR to remain current with software technology

To be prepared for the Windows 95 upgrade, each notebook computer will require 100 mg of free hard drive space. All unauthorized software should be deleted to accommodate the installation of Windows 95 by 4/1/97. Any questions regarding the definition of authorized software and the process of clearing hard drive space should be directed to the Sales Hotline.

All unauthorized software found on the notebook computers after 4/1/97 will be automatically deleted during normal communication.

The following describes the schedule and plan for receiving the Windows 95 upgrade. Additional detailed information will follow as we get closer to implementation.

1. Beginning 4/1/97, managers and reps will receive files on a nightly basis during normal communication that contain portions of the Windows 95 upgrade. The files being received during communication will be transparent to the user.

2. After all files containing Windows 95 are received, two diskettes and documentation will be sent to each employee affected. The diskettes will contain files necessary to perform:
   1) a computer BIOS upgrade to support Windows 95 and
   2) the actual upgrade to Windows 95.

   The documentation will provide:
   1) simple to use instructions that will walk the user through the process of the upgrade and
   2) minor software differences between Windows for Workgroups and Windows 95.

3. The schedule allows for all notebooks to be active with Windows 95 by the end of May 1997.

As information, a pilot will begin next week in the Winston-Salem region of the entire Windows 95 upgrade process.

Program Contact: Chris Minner, extension #1642

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➡ *New Messaging Function from Notebook to Poqet*

A new messaging function will be available Tuesday, February 18 from the Manager/Selling Rep notebook computer to the Retail Rep Poqet computer. Instructions for sending and receiving messages on each computer follow:

Notebook Computer (Sending messages)

1. From the Sales Rep or Account Management Application, click the Locator button.
2. Scroll down in the locator to the list of Retail Reps you want to send a message to.
3. Click on check box next to each retail rep you want to send the message to. Please confirm there is a check mark next to the left of the name. Note: Only reps that have Poqets can be selected.
4. Once all retail reps are selected, click on the Send Message button.
5. The message screen will be displayed that lists the retail reps selected, your name as the sender, a subject area for a short description of the message, and a message area where up to 2000 character of information can be entered as the message. Enter a short description and the message. When complete, click the Send button. If you decide not to send the message, click Cancel. Note: Once a message is created and sent, it cannot be viewed, changed, or deleted.
6. The message will be transmitted to the Poqet during the next normal communication.
7. Retail Reps have the ability to respond to your message. All retail rep responses will be received through E-mail after normal communication.

Poqet Computer (Receiving Messages and Responding to Messages)

1. Select Excellenet Mail from the Poqet Main Menu and press ENTER.
2. A screen will be displayed that contains two options: "Read New Messages" and "Read Old Messages". Selected the appropriate option and press ENTER.
3. A list of messages received from the notebook computer will be displayed. Highlight the message to review by scrolling up or down through the messages with the arrow keys and press ENTER.
4. After the message has been reviewed, there are three options available.
   1) Press ESC to return to the previous menu of messages.
      Note: After a new message is viewed, it can be retrieved again in the "Read Old Messages" section.
   2) Press F2 to delete the message from the system.
   3) Press F4 to reply to a message. A reply screen is displayed. Press Enter and type the reply message into the system. Upon completion, Press F4 to reply by placing the message in the mail outbox. A window will appear that prompts "Are you Sure". Type 'Y' or 'N'. A confirmation message is also displayed to let you know that the message has been received into the mail outbox. Press ESC to return to the original Read Messages screen.

Note: Retail Reps should delete read messages and only retain messages that require further action. Too many saved messages can fill up the Poqet memory space and cause Errors.

Program Contact: Chris Minner, extension #1642

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Source: https://www.industrydocuments.ucsf.edu/docs/fzyn0000